Attorney Docket No.: MTV0013US

## WHAT IS CLAIMED IS:

I	1.	A method comprising:
2	providing an	automated option via a first communication channel during first communication
3	betwe	en a server and the first communication channel;
4	determining t	hat a second communication between the server and a second communication
5	chann	el is related to the first communication;
6	and	
7	via the secon	d communication channel, providing an automated suggestion to select the
8	autom	nated option.
1	2.	The method of claim 1 further comprising:
2	obtaining a fi	rst identifier for first data related to the first communication;
3	obtaining a se	econd identifier for second data related to the second communication;
4	if the first ide	entifier and the second identifier are the same,
5	using	at least one of the first data and the second data to perform an action during at
6		least one of the first communication and the second communication.
1	3.	The method of claim 2 wherein
2	at least one of	f the first data and the second data comprises a diagnostic code, and
3	the action cor	mprises providing second information decoded from the diagnostic code.
1	4.	The method of claim 3 wherein
2	the second information comprises at least one of	
3	teleme	etry data, and
4	diagno	ostic information.
1	5.	The method of claim 3 further comprising:
2	providing the	second information for viewing.
1	6.	The method of claim 2 wherein
2	the action cor	mprises
3	provid	ling third data obtained using at least one of the first identifier and the second
4		identifier.

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the action comprises	
providing a second automated option during at least one of the first communicatio	
and the second communication.	
8. The method of claim 2 wherein	
the action comprises	
providing a second automated suggestion to select a second automated option	
provided during at least one of the first communication and the second	
communication.	
9. The method of claim 1 wherein	
the first communication channel is of a first type,	
the second communication channel is of a second type, and	
the first type and the second type are different.	
10. The method of claim 2 wherein	
the providing the automated option comprises	
determining the automated option by evaluating at least one of the first data and th	
second data.	
11. The method of claim 2 wherein	
the first data are unavailable via the second communication channel, and	
the second data are unavailable via the first communication channel.	
12. The method of claim 2 wherein	
at least one of the first data and the second data comprises diagnostic information for a	
problem with the problem entity.	
13. The method of claim 2 wherein	
at least one of the first data and the second data comprises information for identifying the	
problem entity.	
14. The method of claim 1, wherein	
a first one of the first and second communication channels is a telephone channel; and	
a second one of the first and second communication channels is a web channel.	

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1	15. The method of claim 1 wherein
2	the second communication channel comprises
3	a voice application, and
4	the providing the automated suggestion is performed by the voice application.
1	16. The method of claim 15 wherein
2	the voice application interacts with an interactive voice response application to receive a
3	voice signal.
1	17. The method of claim 1 wherein
2	the automated option is a solution to a problem with a problem entity, and
3	the first communication and the second communication provide data about the problem with
4	the problem entity.
1	18. The method of claim 1 further comprising:
2	gathering data related to a problem with a problem entity via at least one of the first
3	communication channel and the second communication channel.
1	19. A system comprising:
2	first providing means for providing an automated option via a first communication channel
3	during first communication between a server and the first communication channel;
4	determining means for determining that a second communication between the server and a
5	second communication channel is related to the first communication;
6	and
7	second providing means for providing an automated suggestion to select the automated
8	option, wherein
9	the automated suggestion is provided via the second communication channel.
1	20. The system of claim 19 further comprising:
2	first obtaining means for obtaining a first identifier for first data related to the first
3	communication;
4	second obtaining means for obtaining a second identifier for second data related to the second
5	communication;

6	using means for using at least one of the first data and the second data to perform an action	
7	during at least one of the first communication and the second communication if the	
8	first identifier and the second identifier are the same.	
1	21. The system of claim 20 further comprising:	
2	third providing means for providing second information decoded from a diagnostic code,	
3	wherein	
4	at least one of the first data and the second data comprises the diagnostic code.	
1	22. The system of claim 20 further comprising:	
2	third providing means for providing third data obtained using at least one of the first	
3	identifier and the second identifier.	
1	23. The system of claim 20 further comprising:	
2	third providing means for providing a second automated option during at least one of the first	
3	communication and the second communication.	
1	24. The system of claim 20 further comprising:	
2	third providing means for providing a second automated suggestion to select a second	
3	automated option provided during at least one of the first communication and the	
4	second communication.	
1	25. A system comprising:	
2	a first providing module configured to provide an automated option via a first communication	
3	channel during first communication between a server and the first communication	
4	channel;	
5	a determining module configured to determine that a second communication between the	
6	server and a second communication channel is related to the first communication;	
7	and	
8	a second providing module configured to provide an automated suggestion to select the	
9	automated option, wherein	
10	the automated suggestion is provided via the second communication channel.	
1	26. The system of claim 25 further comprising:	
2	a first obtaining module configured to obtain a first identifier for first data related to the first	
3	communication:	

4	a second obtaining module configured to obtain a second identifier for second data related to		
5	the second communication;		
6	a using module configured to use at least one of the first data and the second data to perform		
7	an action during at least one of the first communication and the second		
8	communication if the first identifier and the second identifier are the same.		
1	27. The system of claim 26 further comprising:		
2	a third providing module configured to provide second information decoded from a		
3	diagnostic code, wherein		
4	at least one of the first data and the second data comprises the diagnostic code.		
1	28. The system of claim 26 further comprising:		
2	a third providing module configured to provide third data obtained using at least one of the		
3	first identifier and the second identifier.		
1	29. The system of claim 26 further comprising:		
2	a third providing module configured to provide a second automated option during at least one		
3	of the first communication and the second communication.		
1	30. The system of claim 26 further comprising:		
2	a third providing module configured to provide a second automated suggestion to select a		
3	second automated option provided during at least one of the first communication and		
4	the second communication.		
1	31. A computer-readable medium comprising:		
2	first providing instructions configured to provide an automated option via a first		
3	communication channel during first communication between a server and the first		
4	communication channel;		
5	determining instructions configured to determine that a second communication between the		
6	server and a second communication channel is related to the first communication;		
7	and		
8	second providing instructions configured to provide an automated suggestion to select the		
9	automated option, wherein		
10	the automated suggestion is provided via the second communication channel.		

Ĺ	32. The computer-readable medium of claim 31 further comprising.	
2	first obtaining instructions configured to obtain a first identifier for first data related to the	
3	first communication;	
1	second obtaining instructions configured to obtain a second identifier for second data related	
5	to the second communication;	
5	using instructions configured to use at least one of the first data and the second data to	
7	perform an action during at least one of the first communication and the second	
3	communication if the first identifier and the second identifier are the same.	
l	33. The computer-readable medium of claim 32 further comprising:	
2	third providing instructions configured to provide second information decoded from a	
3	diagnostic code, wherein	
1	at least one of the first data and the second data comprises the diagnostic code.	
l	34. The computer-readable medium of claim 32 further comprising:	
2	third providing instructions configured to provide third data obtained using at least one of the	
3	first identifier and the second identifier.	
l	35. The computer-readable medium of claim 32 further comprising:	
2	third providing instructions configured to provide a second automated option during at least	
3	one of the first communication and the second communication.	
l	36. The computer-readable medium of claim 32 further comprising:	
2	third providing instructions configured to provide a second automated suggestion to select a	
3	second automated option provided during at least one of the first communication and	
1	the second communication.	
l	37. A computer system comprising:	
2	a processor for executing instructions; and	
3	a memory to store the instructions, wherein the instructions comprise	
1 .	first providing instructions configured to provide an automated option via a first	
5	communication channel during first communication between a server and the	
5	first communication channel;	

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7	determining instructions configured to determine that a second communication	
8	between the server and a second communication channel is related to the first	
9	communication;	
0	and	
1	second providing instructions configured to provide an automated suggestion to select	
12	the automated option, wherein	
13	the automated suggestion is provided via the second communication channel.	
1	38. The computer system of claim 37 wherein the instructions further comprise:	
2	first obtaining instructions configured to obtain a first identifier for first data related to the	
3	first communication;	
4	second obtaining instructions configured to obtain a second identifier for second data related	
5	to the second communication;	
6	using instructions configured to use at least one of the first data and the second data to	
7	perform an action during at least one of the first communication and the second	
8	communication if the first identifier and the second identifier are the same.	
1	39. The computer system of claim 38 wherein the instructions further comprise:	
2	third providing instructions configured to provide second information decoded from a	
3	diagnostic code, wherein	
4	at least one of the first data and the second data comprises the diagnostic code.	
1	40. The computer system of claim 38 wherein the instructions further comprise:	
2	third providing instructions configured to provide third data obtained using at least one of the	
3	first identifier and the second identifier.	
1	41. The computer system of claim 38 wherein the instructions further comprise:	
2	third providing instructions configured to provide a second automated option during at least	
3	one of the first communication and the second communication.	
1	42. The computer system of claim 38 wherein the instructions further comprise:	
2	third providing instructions configured to provide a second automated suggestion to select a	
3	second automated option provided during at least one of the first communication and	
4	the second communication.	